# University Student Apartments (USA)
# Phone/Internet Services

# Frequently Asked Questions

**HOW DO I PLACE AN OFF-CAMPUS CALL?**
Dial 9+ the phone number.  For example, to dial 801.743.3882, you must dial 9 then 801.743.3882.

**HOW DO I PLACE A CALL TO ANOTHER CAMPUS PHONE?**
Most phone numbers at the University of Utah have a prefix of 581, 585 or 587.  When calling on-campus phone numbers, you may dial only the last 5 digits.  For example, 801.581.7200 may be dialed as 1.7200 or you may dial 9.801.5817200.

**HOW DO I USE CALL WAITING, SPEED DIAL AND OTHER STANDARD FEATURES?**
Caller ID, call waiting, speed dial, call forwarding, 3-way calling and call transferring are all included with your phone service at no extra charge. For instructions go to:
https://uofu.service-now.com/cf/kb_find.do?sysparm_search=University+Student+Apartments&x=0&y=0

**CAN I MAKE LONG DISTANCE (TOLL) PHONE CALLS ?**
Long distance and toll calls are not included in the phone service.  Residents must use a prepaid calling card from a third party vendor for long distance or toll calls.
*Long Distance* -Prepaid long distance is available through MobileSphere:
https://uofu.service-now.com/cf/kb_view.do?sysparm_article=KB0001033 .

**WILL I NEED A DSL FILTER?**
Yes.  You must use the filter supplied with your modem.

**IS WIRELESS ACCESS PROVIDED?**
Wireless access is not provided.  If you choose to have a wireless network, you must provide your own access point (wireless router) and configure it so that it only allows known computers to use it.  This option is called WPA or WEP on most access points. Unsecured wireless access points are a prime way for hackers to get into the campus network. You are responsible for setting up and configuring your own device. The Campus Help Desk does not support individual access points on the campus network.

**IS VIRUS PROTECTION PROVIDED?**
No, virus protection is your responsibility and strongly recommended.  The Office of Software Licensing has anti-virus software available to students for free.  Go to: http://software.utah.edu/

**WHO DO I CONTACT IF I HAVE INTERNET OR PHONE PROBLEMS?**
Call the Campus Help Desk at 801.581.4000 option 1 if you have any questions or problems.

# How To Connect Modem and Phone

1. Plug the power adapter into the wall AC power
2. Plug the adapter power cord into the modem port labeled "Power"
3. Power the modem on with the "On/Off" Switch
4. The POWER light on the front of the modem should now light up red and then turn green in about 45 seconds
   Plug the CAT-5 Ethernet cable into the yellow modem port labeled "Lan 1" (Ethernet cables are thick and round, unlike phone cords which are smaller and flat)
5. Plug the other end of the Ethernet cable into the network card in your computer (If you do not have a network card they can be purchased at computer supply stores)
6. The "Lan 1" light should now light up green and blink with activity
7. Plug the DSL filter into the wall phone jack



Wall
Phone Jack
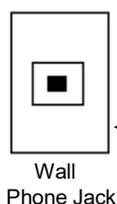
8. Plug a phone cord into the grey DSL filter port labeled "DSL/HPN". Plug the other end of the phone cord into the grey port on the modem labeled "DSL"
9. After a few seconds the DSL light will blink green and then go to a steady green
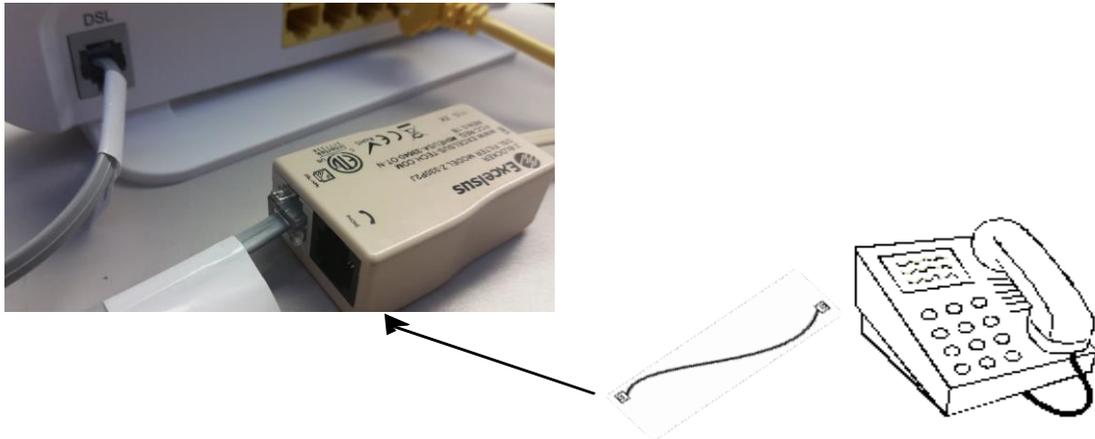


10. Plug a separate phone cord into the DSL filter port labeled "PHONE"
11. Plug the other end of the phone cord into your telephone
12. You should now have dial tone

If the lights do not light up as indicated or if you do not have dial tone, call the Campus Help Desk at 801.581.4000.

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